

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration  
July 1999 • Vol. 7, Issue 7

## Employee of the Month

### Got a Problem? IS&C's Staff Relies on Wilma Garbett

Wilma Garbett, a Database Administrator for the Software Development Section of the Information Services and Communication Division, has been selected as the Department's **Employee of the Month** for July.

A 15-year veteran of state government, Wilma meets with clients and application developers to determine database design and requirements. Her primary responsibility

is the development and maintenance of relational databases.

According to one of her co-workers, "The word 'no' is not in Wilma's vocabulary. She makes time to help anyone who asks." Another co-worker said, "Wilma is one of the most knowledgeable people in our agency. Whenever there is a problem, we go to Wilma."

In her spare time, Wilma enjoys spending time with her children and relaxing with a good book. She jokingly said that she enjoys anything that isn't a children's book.

Please join Cabinet Secretary Joseph Markus and Wilma's friends and co-workers at a special **Employee of the Month** presentation at 11:30 a.m. on Thursday, July 1 at the IS&C office in Kanawha City.



**Wilma Garbett**  
July Employee of the Month



### Extra Cash Comes in Handy

It's a time of the year that we all anticipate receiving our annual increment! On July 30, state employees who have three years of full-time paid service with state government (as of June 30) will receive a separate check equal to \$50 per service year, not to exceed 20 years (\$1,000 maximum) prior to state and federal income taxes. **Enjoy your extra cash!**

### General Services Staff Maintains the Beauty of the State Capitol



**General Services employees are to be commended for the beautiful flowers adorning the State Capitol grounds. They began planting flowers in early May during the Public Service Recognition Week celebration.**

### Sneak Peek INSIDE...

- ◆ Looking at All Possible Solutions to Problems
- ◆ **Meet Bryan Michaels...** our Director of Finance
- ◆ West Virginia's Bond Rating Upgraded
- ◆ **Casual Day...** Its Effect on the Workplace
- ◆ BRIM Receives Recognition from GFOA

## Problem Solving at its Best



Suppose you owned a car dealership, and a man who had bought a new car from you came in and told you this story: "I think this car is allergic to vanilla ice cream. When I go to the store in the evening and buy vanilla ice cream, my car won't start when I first come out of the store. It starts eventually, but it takes a while. When I buy any other flavor, I have no problem."

No doubt, you'd be skeptical. And when a customer ac-

tually told this story, the car dealer who heard it also was skeptical. But he decided to find out what was going on. *Here's what happened:*

- ♦ A mechanic drove to the ice cream store with the man. He bought vanilla ice cream and the car wouldn't start.
- ♦ The mechanic accompanied the man three more times. He noted that just as the man had said, when he bought chocolate or strawberry, the car started.

- ♦ After a few more visits, the mechanic realized that it took longer to buy flavors other than vanilla. *The reason?* Vanilla was so popular that the store owner kept it in the front of the freezer. Other flavors were stored in the back and took longer for clerks to get.
- ♦ The mechanic realized that time - not ice cream - was the problem. *The culprit?* Vapor lock. When the man bought the vanilla flavor, the engine didn't have enough time to cool. When he bought other flavors, it did.

**Try this suggestion:** When customers have what seems to be hard-to-believe complaints, consider that they may have difficulty describing a passable cause - but they still have a problem. Then do all you can to learn what it is and how to correct it.

**Source:** *Success On Line*, cited in *Health Yourself, Worklife Solutions*.

## IS&C's Gene Walters Isn't Complaining About His Sleepless Nights...Too Much



Adam, Kaitlyn and Brandon are keeping Gene and his wife Darlena busy these days.

IS&C's Gene Walters more than doubled his family size on April 26 when his wife Darlena gave birth to three babies. Adam, Brandon, and Kaitlyn eagerly entered the world at 7:21 a.m., 7:22 a.m., and 7:23 a.m., respectively, six weeks early, in good health and weighing a total of 12 lbs., 2 oz.

Gene, a Systems Programmer, confesses that they were definitely surprised when they were told in November to

expect triplets. "I was shocked when the doctor said there was going to be three. My wife started laughing and just kept on," he said. "I didn't know what to expect."

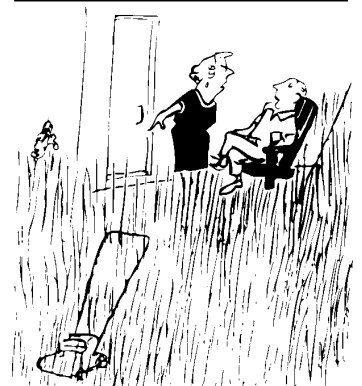
They quickly found that the trio needs extraordinary amounts of time and baby supplies. An average of 40 diapers and a half gallon of Infamil are used daily by this group of cribmates, who are fed at three-hour intervals. At such a rate, the two closets full of necessities offered by the 65 attendees at their baby shower will be used up within a month.

Despite the demands of child rearing, the proud new parents are enthusiastic about the future. "We're really excited! I'm waiting for crawling age, but I don't know about walking age yet," he added. **Best wishes to Gene, Darlena and their three offspring!**

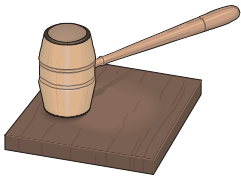
*There is a time in the life of every problem when it is big enough to see, yet small enough to solve.*

**Mike Leavitt**

## Summertime's Finally Here!



"I've decided to let it grow into a rain forest."



## Ethics Commission Ruling

# Can Agency Mailrunners Make Personal Deliveries for Employees?

Your bills are sitting on your desk. They are already late and really need to be mailed today. Your agency mailrunner passes the mailbox everyday, so what's the problem with asking him or

her to just slip your bills in the box?

According to a decision issued by the State Ethics Commission, you could be violating the State Ethics Act by asking your mailrunner to perform this task. The ruling was made after an agency posed this question to the Commission.

The Commission rules that although the financial benefit to each employee was negligible, the practice would be a material violation of the Ethics Act if it required a substantial expenditure of agency resources; in short, if the cost to the agency was, in the aggregate, a significant amount.

If you have a question of an ethical nature, you may contact the State Ethics Commission by telephone at (304) 558-0664, by FAX at (304) 558-2169, or by mail at 1207 Quarrier Street, Charleston, WV 25301. Advisory opinions are issued monthly and summarized in the quarterly publication, *WV Ethics Review*.



## Keep the Information Coming!...

Your input on ideas for **Quotes, Notes & Anecdotes** is extremely important. Thank you for continuing to keep me informed so I can share news of our Department with our employees!

**Diane Holley**  
Editor

## SUMMER VACATION STORIES

# WANTED

## The Good, the Bad, and the Ugly

Share your summer vacation stories with us! Send information to Diane Holley, Editor, c/o 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305 (telephone: 558-0661; FAX: 558-6026; email: dholley@gwmail.state.wv.us.

### Jo Ann Dunlap [Purchasing]

After recently returning from her fifth trip to New York City, Jo Ann, her husband Jerry and daughter Kellie agree that you can never get enough of the Big Apple. They have visited such landmarks as St. Patrick's Cathedral, the Empire State Building, the United Nations, the World Trade Center, the Metropolitan Museum of Art, the New York Stock Exchange, NBC's *Today Show*, taken in Broadway shows and, of course, shopped at Macy's. Jo Ann's sister-in-law lives nearby in Philadelphia and her guided tours have been helpful in acclimating Jo Ann in such a large metropolis like New York City. "There is no other city like NYC," says Jo Ann.

## West Virginia's Bond Rating Upgraded

Moody's Investors Service recently upgraded West Virginia's bond rating from A1 to Aa3, a move that could save state taxpayers \$10 million over the next couple of years.

"This upgrade is especially important because it came one day before the state was to issue \$91 million in infrastructure bonds," Gov. Cecil H. Underwood said. "I very much appreciate Moody's recognition that West Virginia has a rock-solid financial standing and that our future is bright."

Cabinet Secretary Joseph Markus said the upgrade will result in lower interest rates when the state borrows money or issues new bonds. In addition, he said the state will be able to buy bond insurance at a much lower rate or not have to buy it altogether. He credits several factors to this rating upgrade, including strong leadership from Gov. Underwood, a fiscally conservative and responsible Legislature, strong economic indicators and an aggressive state team that has met with the bond rating company. **Good news for West Virginia!**

## Yesterday's Tomorrow

In 1949, Americans did a pretty good job of predicting the future, but they were much more pessimistic than necessary. At that time, 70 percent of Americans did not believe we would reach the moon by the year 2000 and 82 percent expected another world war. On the other hand, in some cases they were too optimistic: 88 percent believed scientists would discover a cure for cancer before year 2000, and 48 percent expected that we would all be working 30-hour weeks.

**"A Backward Look Ahead"**  
by Joseph Galloway

## Quotes, Notes & Anecdotes

is Published by the Department of Administration

**Cecil H. Underwood**  
Governor

**Joseph Markus**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

## Special Thanks

Carolyn Coiner  
Kristy James  
Jim Morris  
Kaye Parks



# Welcome Bryan Michaels!...

## New Finance Director Shares his Experiences



**Bryan Michaels joined the Department of Administration on May 17 as the Director of the Finance Division.**

The Department of Administration rolled out the *welcome mat* to Bryan Michaels on May 17, his first day as director of the Finance Division. This position became vacant when Dot Yeager was appointed Deputy Secretary.

Achieving his CPA in 1993, Michaels brings to the Department a wealth of financial management experience primarily from the private sector. After graduating from West Virginia University with a bachelor's degree in Business Administration, he worked for Deloitte & Touche, the firm contracted in 1990 to develop the West Virginia Financial Management Information System (WVFIMS). During his tenure, he first worked with Department of Administration officials while serving on the first GAAP audit team for the state's Comprehensive Annual Financial Report.

Diverting his attention to

the health care industry, Michael's later experiences included serving as comptroller for Fairmont General Hospital and as Vice President of Operations and Finance for Montgomery General Hospital.

Michaels says he is excited to be working in state government. "There will be a learning curve going from the private to public sector, but I do have an understanding of government accounting," he said. "So far, it has been very *interesting*. I have enjoyed meeting our division employees. They have been very nice and cooperative."

He explains that he has generalized goals for the division, but wants to take the time necessary to grasp all areas of responsibility before setting defined objectives.

Michaels and his wife, Teresa, have two children, Lauryn, 6, and Trent, 8 months. **Welcome to the Department!**

## Training Offered to Boards and Commissions

Deputy Secretary Dot Yeager joined other Department officials on June 10 in explaining various programs and services to state boards and commissions employees. As required by House Bill 3006, the State Auditor's Office coordinated this orientation on relevant state law and rules governing these entities.

Representatives of the Purchasing Division, State Budget Office, Financial Accounting & Reporting Section, Division of Personnel, Leasing Office and the Board of Risk and Insurance Management shared information with approximately 60 participants.

"The Department of Administration covers a gamut of activities from data processing to property and casualty insurance," Yeager explained to the participants. The presenters provided an overview of each division's responsibilities.



## IS&C Offers its Corporate Cup Fundraiser



**This crowd may look angry, but they are actually having fun dunking IS&C managers at a Corporate Cup fundraiser.**

IS&C recently completed its annual fundraiser for the YMCA's Annual Corporate Cup competition. The "Favorite Manager/Supervisor Sink or Swim Contest" was held in conjunction with the Division's manager cook-out held each year.

This year, employees were given the opportunity to purchase votes for their favorite manager, supervisor or co-worker to sit in a dunking booth. On the day of the event, employees could purchase softballs to dunk the candidates with the most votes. The top six vote-getters were IS&C Director Mike Slater, Stephanie Davis, Mike Griffith, Barbara Haddad, Craig Cotsmire and Scott Dobson.

The event raised enough money to pay the entry fee and

purchase supplies for the competition. During seven years of participation in Corporate Cup, IS&C employees have had many successes: 3rd place overall in 1996 and 1st place overall in 1997 and 1998.

This year's competition kicks off on the July 31st weekend with the softball event. The state's webpage will keep you updated with the Official Corporate Cup Point Standings.

## What Do You Consider Casual Yet Appropriate?

By Jim Morris  
Communication Intern

Summer, with its usual high heat and humidity, has arrived. These conditions affect one of the first decisions we must make each work day morning... "What do I wear?"

One important factor of this decision is comfort. Some people are more comfortable in a certain style of clothing than in others. Preference may vary from person to person. Another factor is the appropriateness of the attire for work.

At times, the interests of comfort and appropriateness may seem to conflict, and the inclination to wear clothing found to be more comfortable can be overridden by the fact that more formal clothing is expected on the job. As a compromise, many businesses have chosen to designate "casual days," when employees may dress down if they choose to do so on specified days, such as Fridays or days before holidays.

What constitutes *dressing down* varies by what routine tasks are required of the employee, and the individual's own idea of "casual." This often makes it difficult to judge what may be proper to wear on casual dress days. For some, dressing casually may be blue jeans and a t-shirt, and for others, a sports shirt or blouse and dockers, or a dress.

As IS&C Director Mike Slater explains, "The prob-

lem is, how do you define casual dress? Tougher still, how do you define what is appropriate for Monday through Thursday? What is appropriate for one group of employees may not be the same for another group." Slater stresses the difficulty in setting an all-encompassing code of dress that applies to a large group of individuals with differing responsibilities and personal tastes.

State policy does not dictate a specified dress code for employees, but rather gives a rough outline of considerations to keep in mind when agency heads create dress codes for their employees. According to the Agency Dress Code Policy issued by the Division of Personnel, "written standards established by any department or division head must be clear, unambiguous, consistently enforced, non-discriminatory (sex, race, or religion) and should be reasonably related to a legitimate business need." It works well when written standards are set; however, most agencies rely on verbal policies, or have no policy at all.

In most cases, the type of work being done dictates a certain style of dress. "There is an unwritten policy that most of us go by on Fridays. We dress down if we have no meetings or are not anticipating



dealing directly with customers, state employees or taxpayers," says Diane Holley, Executive Assistant of the Purchasing Division.

Casual days on Fridays or before holidays are well-received by most workers. "I do enjoy the casual dress policy because I think it adheres to more freedom of choice in clothing and gives a new perspective on what is acceptable business attire," says Steve Meester, Budget Analyst of the State Budget Office.

During the summer season, many of us choose attire that is comfortable, whether it be jeans or cooler business casual dress to fend off the summer heat.

Casual days provide a welcome comfort, a feeling of relaxation, and a wonderful break from our everyday routine.

**State employees can often be seen around the Capitol Complex wearing informal attire on Fridays or on days before holidays.**

### What Do YOU Think?

In gathering employees' opinions for the *Casual Dress Day* article, we used the technology we have at our fingertips: the Group-wise electronic mail system.

Our employees responded overwhelmingly to our first email survey. A good employee newsletter has employee input and to the 60+ employees who responded to this survey... **thank you!** Expect more email surveys soliciting your opinions for future articles in your employee newsletter.

*The dress of a wise man must be free of stains; he should not wear the apparel of princes, to attract attention; nor the raiment of paupers, which incurs disrespect.*

Moses Maimonides, 1135-1204

## Lucky Number 4! BRIM Receives GFOA Recognition for CAFR

There are several acronyms in the headline, but what do they mean? In short, achievement... success...consistency.

The Board of Risk & Insurance Management was recently notified by the Government Financial Officers Association (GFOA) that its comprehensive annual financial report (CAFR) has qualified for a Certificate of Achievement for Excellence in Financial Reporting. This award is the highest form of recognition in governmental accounting and financial reporting, and its attainment represents a significant accomplishment by the agency and its management.

This is the fourth consecutive year BRIM has received this recognition.

The CAFR was judged on such factors as demonstrating a constructive "spirit of full disclosure" to clearly communicate the financial story and motivate potential users and user groups to read the CAFR.

**Welcome...**to our new employees: **Evelyn Davis** (Personnel); **Lorena Dotson** (CPRB); **Paul Justice** (PEIA).

**Way to Go!...****Susie Samples** (Personnel) was recently promoted from Administrative Secretary to Personnel Specialist.

**You'll Be Missed!...****Jimmy Dunlap** (Purchasing), **Sue Payne** (IS&C), and **Dreama Taylor** (CPRB) have retired from state government. *Best wishes and enjoy your free time!*

**Good Luck...**to those employees who recently resigned from our Department: **Mike Griffith** (IS&C); **Theresa Kline** (CRPB); **Maria Sisco** (Secretary's Office); and **Tina Winnings** (Finance).

**Appointment Announced...**Bill Charnock was recently appointed as executive director of the West Virginia Prosecuting Attorneys Institute. He previously served as assistant general counsel in the Office of the Cabinet Secretary.

**Division of Personnel Announces Classes for July...**[July 13] Understanding the Grievance; [July 15] The Drug-Free Workplace; [July 15] Preventing Sexual Harrassment; [July 20] Discipline and Documentation. For more information or to register, please contact the Division of Personnel at 558-3950, ext. 508.

**Beginning in 1999...**State employees may defer a portion of their annual increment pay to the state's 457 Deferred Compensation Plan, a plan under the Internal Revenue Code which allows employees to voluntarily defer a portion of each pay on a pre-tax basis as an enhancement to the overall retirement package. For more details, contact the Defined Contribution Division of the Consolidated Public Retirement Board at (304) 558-2407.

## **PAYROLL STUFFERS**

The payroll stuffers for the last pay period are listed below. Should you need a copy of the information, contact the appropriate person.

**May 31st**

**Deferralment of Annual  
Increment Pay to 457 Plan**  
Contact: CPRB at 558-2407

**June 15th**

**Sam's Club**  
Contact: 1-800-881-9180  
**WV Celebration 2000**  
Details: June 18th [State Capitol]

## **HAPPY BIRTHDAY... in July**

- |   |   |
|---|---|
| <p><b>1</b> Dennis Cottrill ..... IS&amp;C<br/>Sharon Pruet ..... CPRB<br/>Mike Riggs ..... IS&amp;C</p> <p><b>2</b> Forrest Loudin ..... Purchasing<br/>Roselie Price ..... IS&amp;C</p> <p><b>3</b> Kathy Jo Young ..... CPRB</p> <p><b>4</b> Morris Macklin ..... Purchasing</p> <p><b>5</b> Paula VanHorn ..... CPRB<br/>Roger Williams ..... IS&amp;C</p> <p><b>6</b> Debbie Anderson ..... Personnel</p> <p><b>7</b> Dreama Taylor ..... CPRB</p> <p><b>8</b> Georgia Armes ..... Finance<br/>Vanessa Cox ..... Purchasing<br/>Robert Norvell ..... IS&amp;C</p> <p><b>9</b> Marie Terry ..... PEIA</p> <p><b>10</b> Jim Jackson ..... Purchasing</p> <p><b>11</b> Kevin Kinder ..... IS&amp;C<br/>Serena Marty ..... Personnel</p> <p><b>12</b> John Johnston ..... Purchasing<br/>Jack Pullen ..... IS&amp;C<br/>Carolyn Strickland ..... BRIM</p> <p><b>15</b> Mable Jones ..... Finance</p> <p><b>16</b> Margo Perkins ..... PEIA<br/>Terasa Robertson ..... CPRB</p> <p><b>17</b> Bob Kilpatrick ..... Gen. Services</p> <p><b>18</b> Mary Jane Arvon ..... CPRB<br/>Debra Lore ..... IS&amp;C</p> <p><b>22</b> Earl Guthrie ..... Finance</p> | <p><b>23</b> Daniel Eddy ..... Gen. Services<br/>John Glbson ..... IS&amp;C<br/>Mike Michaelson ... Gen. Services<br/>Crickett Powell ..... Grievance<br/>Brian Pratt ..... IS&amp;C<br/>Terry Tallman ..... IS&amp;C</p> <p><b>24</b> Jim Bone ..... IS&amp;C<br/>Pat Powers ..... CPRB<br/>Yvonne Wilhelm ..... Personnel</p> <p><b>25</b> Melvin Ashbrooke ..... Aviation<br/>Berta Easter ..... CPRB</p> <p><b>26</b> Sandra Green ..... Purchasing<br/>Delores Huffman ..... Personnel</p> <p><b>27</b> Kelli Doyle ..... Purchasing<br/>Elizabeth George ..... IS&amp;C<br/>Doretha Harris ..... Gen. Services<br/>Joyce Kinder ..... IS&amp;C<br/>Harold Matthews .... Gen. Services<br/>Marilyn McMinn ..... BRIM<br/>Denise Russe ..... IS&amp;C</p> <p><b>28</b> Barbara Beane ..... PEIA<br/>Joe Smith ..... Personnel</p> <p><b>29</b> Tammy Haynes ..... IS&amp;C<br/>Pat McBayer ..... Personnel<br/>Mick Olah ..... IS&amp;C</p> <p><b>30</b> Lee Ann Carnahan ... Grievance<br/>Denise Spatafore .... Grievance</p> |
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